

Quality Council Meeting August 28 2001

Report to S I Team 1 Members by Don Bell, Council Representative.

The Quality Council met at the Martin Campus on August 28, 2001 at 3:00 p.m. Ten people attended the meeting: Kim Smith, Johnny Parker, John Speights, Jean Mack, Jackie Williams, Don Bell, Margie Falls, Janet Hendrix, Karen Van Luvender, and guest, Arthur Howington. Two people were absent: Lucy Kubizyn and Pam Strong.

For the first part of the meeting, Arthur Howington spoke to the group. Howington has been hired by the College to conduct a review of the Vision Statement, Statement of Purpose, and Institutional Goals of the College. He informed the Council of the steps which need to be done, stated that the project would need to be completed by the end of December, and requested that the Quality Council assist with the project by adopting the Review as a Quality Council Project. After discussion, the Quality Council did adopt the project as a Quality Council Project.

Howington presented these steps that need to be taken:

- 1) Adoption of the Project by the Quality Council.
- 2) Announcement of the Project to the College Community.
- 3) Establishment of a Schedule for the Project.
- 4) Carry out activities to complete the Project.
 - a) Benchmarking – Appoint a Delta Team to undertake identification of schools to benchmark.
 - b) Expert external (peer) consultation – Appoint a Delta Team to identify consultant (or consultants).
 - c) Assessment of customer satisfaction. Activities would include:
 - 1) Focus groups. Appoint a team to direct this effort. Identify the types and number of focus groups. Develop a guide for focus group discussion. Identify and train facilitators.
 - 2) Survey. Michelle Jarrell has already been contacted about developing a survey. This will be given to individuals in the focus groups. It will also be given to a segment of the college community.
- 5) Final phase. Teams meet to distill findings of activities. Writing group will put ideas into words. Review of report by the college community. Approval by the President of the College.

Howington and QC members choose the following persons as a initial focus group for the project: Michelle Jarrell, Karen Van Luvender, Arthur Howington, Johnny Parker, and Ronald Range.

Following his presentation, Arthur Howington left the meeting.

Kim Smith presented the minutes from the last meeting and the agenda for the present meeting. Both were approved.

Johnny Parker had to leave early and there was no Human Resources Update.

Neither Rick Rogers nor Mark Heinrich were present to give an Institutional Update report.

Quality Month notes: Flyers to publicize the month have been sent out, and will be sent out again. Sep 28 kick-off luncheon will be held at the C.A. Fredd Cafetorium. There will be a Talent Show (12 groups limited to 3 minutes each). Box lunches will be provided, but tickets are required. There will be a time on the program where someone from each team tells about their team (1-2 minutes).

The November 2 luncheon will feature James Spann as speaker. Teams Who Cook will be the theme and various cooking teams will provide the food. The Quality Council decided to provide a smoked turkey for the luncheon. Generally, S I Teams have been asked to provide meat dishes for the meal.

Other business:

Team pictures: Lucy Kuzibyn is getting the pictures matted and framed.

Alabama Quality Awards: Application will be reviewed by the end of September. Shelton State presenters will know by early October whether or not they will be a presenter for the conference at the University of Alabama in November.

Web page: Quality Council web page was discontinued several months ago. Kim will talk to Paul Sellers about designing a new web page that meets college criteria.

Scheduling of events on campus: Bruce Bizocco is in charge of the D-Rooms, and Lori Cannon is in charge of classroom assignments.

New business: Karen Van Luvender proposed (and members agreed) that the agenda for future QC meetings should be held to one hour or less.

Each S I Team representative gave a brief report.

The meeting adjourned.